



This contract summary provides the main elements of this service offer as required by EU Law\*. It helps to make a comparison between service offers. Complete information about the Service is provided in other documents.

#### Services and Equipment:

|                                                      |                                                            |
|------------------------------------------------------|------------------------------------------------------------|
| <u>Fixed Telephony with following Monthly Bundle</u> |                                                            |
| <b>Fixed Internet Allowance</b>                      | Unlimited                                                  |
| <b>Telephony Service</b>                             | Minutes                                                    |
| <b>Calls to any local fixed number</b>               | Unlimited to Epic<br>Unlimited to other local fixed number |
| <b>Calls to local Epic mobile numbers</b>            | Unlimited                                                  |
| <b>Calls to any other local mobile number</b>        | €0.23c/minute                                              |
| <b>If Applicable (Internet Device Provided)</b>      | Yes                                                        |

#### Speed of Internet and Remedies

The fixed speeds are up to 60 Mbps Upload Speed & 1000 Mbps Download Speed (Visit one of our stores in the event of regular discrepancy in speed or other quality measurements.). TSR Download Estimate 1000 Mbps, TSR Upload Estimate 60 Mbps.

In the event of a continuous discrepancy in quality-of-service levels, including but not limited to speed and/or a total Service outage, where such outage has been caused by reasons directly attributable to us, any compensation/refund given shall be calculated pro rata.

#### Price

##### Administrative Fees

| Monthly Access Fee* | 2 YR agreement | After agreement expires |
|---------------------|----------------|-------------------------|
|                     | €41.99         | €46.99                  |
| Device Rental Fee   | Not Applicable | Not Applicable          |

\*Should you choose DDM as your method of payment, you will benefit from a monthly discount of two euro (€2) including VAT which will be deducted from your monthly bill (applicable one time per account).

- **Paper Copy of Itemised Bill:** €3 per paper copy
- **Paper Bills:** €3 per invoice
- **Late Payment Fee:** €6 penalty for each invoice not paid before due date
- **Direct Debit Reversals:** €8
- **Suspension of service reconnection fee:** €20 one-time charge

All rates and charges quoted above are inclusive of VAT but are exclusive of excise tax or any other taxes which may be applicable. For further information on other applicable charges, visit: <https://www.epic.com.mt/tc-general/>

#### Duration, renewal and termination

**Contract duration:** 24 Months

**Termination:** If you are terminating whilst in contract the following penalty applies: 50% of the Monthly Access Fee x remaining months. You must return all Equipment alongside with its original packaging box provided to you by us in good working condition. In default, or should this Equipment be returned damaged or faulty resulting from, but not limited to, misuse, mishandling, willful damage by liquids, connection to unsuitable supply power, surges, lightening, tampering or service by unauthorised personnel, will be liable to pay us the sum of €150 per damaged Equipment.

You may trial the Service for thirty (30) days from the date of installation (the 'Trial Period'). During this period, You may discount your Service without incurring the Early Termination Fee provided that the Equipment is returned to any Epic retail store within the Trial Period. You shall remain liable for all pro-rated charges from the date of installation until the date of disconnection, which shall be billed accordingly. Failure to return the Equipment within the Trial Period shall render the termination ineffective, and the Service shall remain active and subject to the applicable Monthly Access Fee. Termination after the Trial Period shall be subject to the Early Termination Fee.

**Downgrade and Upgrade:** If you move to a higher Monthly Access Fee during the Contract, an Administrative Fee stipulated in Schedule of Charges may apply. If you move to a lower Monthly Access Fee during the Contract, a Downgrade Fee is calculated as follows: 50% of the difference in Monthly Access Fee multiplied by the remaining months plus Administrative Fee. Changing the Contract Duration to a shorter commitment is treated as a termination of your current plan, in which case an Early Termination Fee will apply.

**Renewal** For assistance to renew your Agreement please get in touch with us.

**Features for end-users with disabilities:** Epic is dedicated to providing accessible products and services, for more information, visit: [www.epic.com.mt/legal/accessibility-statement/](http://www.epic.com.mt/legal/accessibility-statement/).

#### Other relevant information

For more information on how we collect, use and share personal information see our Privacy Policy by visiting [www.epic.com.mt/privacypolicy](http://www.epic.com.mt/privacypolicy) or our stores. When you choose this Tariff Plan, you agree to the terms in this Contract Summary and Epic's Fibre General Terms and Conditions ([General Fibre Terms & Conditions | epic](#)) and any other relevant terms which form your complete contract with us.

<sup>1</sup>Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).